

### What types of complaints are the College of Audiologists and Speech-Language Pathologists authorized to handle?

The College of Audiologists and Speech-Language Pathologists (the College) is the regulatory College for the professions of audiology and speech-language pathology. As such, the College accepts and responds to written complaints about audiologists and speech-language pathologists who are registered with the College.

The College also responds to information about individuals who are not registered with the College and are presenting as an audiologist or speech-language pathologist or practicing audiology or speech-language pathology in Manitoba.

The College deals with a variety of matters which relate to providing safe, ethical care, and appropriate professional conduct. The College is not able to handle every kind of complaint; some matters that fall outside the legal authority of the College.

Once a complaint is received, it is reviewed, and you will be notified if the College is able to assist with the matter.

### Confidentiality

Complaints and investigations are confidential unless the College has started regulatory inquiry proceedings.

In fairness to the audiologist or speech-language pathologist about whom you are filing a complaint, the College will share some or all the information you submit with them, such as:

- Copies of documents you provide.
- Copies of documents from other sources.
- Your personal contact information (name, address, email, telephone number) or that of others who are involved in the matter.

### How to File a Complaint

1. Complete and sign the Complaint Form below.
2. Attach copies of any documents that relate to your complaint. Include any documents that you think will help to describe your complaint; indicate specific parts that you think are important.
3. Be sure to make copies of all the original documents. Keep the originals and send only copies with your complaint.
4. Send the completed Complaint Form with copies of relevant documents to [caslpmregistrar@caslpm.ca](mailto:caslpmregistrar@caslpm.ca) or:

Registrar  
College of Audiologists and Speech-Language Pathologists of Manitoba  
112B Scurfield Blvd.  
Winnipeg MB R3Y 1G4

### What happens next?

You will receive a communication from the College, either by email or regular post, to let you know your complaint was received. The complaint will be carefully reviewed and assessed. If it is determined that the College is not authorized to deal with the matter, you will receive a notice. The College will keep you informed of the status of your complaint.

### Commitment to a respectful environment

The College is committed to communicating with you in a respectful, professional, and civil manner. Similarly, the same courtesy is expected from others.

The complaint process and the circumstances that give rise to complaints can be stressful. However, the College will not accept racist, discriminatory, or harassing behaviour, or profane communications.

If you have questions about how to file a complaint, please contact the Registrar of the College at [caslpmregistrar@caslpm.ca](mailto:caslpmregistrar@caslpm.ca) or 204-453-4539 ext. 2.

COMPLAINANT CONTACT INFORMATION		
Name:		
Preferred Salutation:		
Mr.	Ms.	Mrs. Mx. Dr. Other:
Email:	Preferred Phone:	
	Alternative Phone:	
Mailing Address:		
PRACTITIONER INFORMATION		
Provide details of the practitioner (or former practitioner) about whom you are filing the complaint.		
Name:	Audiologist	SLP
Business Name & Address:		
RELATIONSHIP TO PRACTITIONER		
Describe your relationship to the practitioner (or former practitioner) about whom you are filing the complaint. Examples: client, parent or family member of a client, colleague, employee, employer of practitioner, other (specify)		
Have you or your family member received services from the practitioner or former practitioner?	Yes	No
Do you or your family member continue to receive services from the practitioner or former practitioner?	Yes	No

### YOUR COMPLAINT

Please set out the events that occurred that have led you to file a complaint. Where possible, please include locations, dates, and names of other persons who may have witnessed an event, circumstance, etc. Provide additional information on a separate piece of paper, as required.

Please list any supporting documents you are submitting:

What do you hope will happen as a result of your complaint?

**ACKNOWLEDGEMENT, CONSENT, AND SIGNATURE**

Before completing this form, please be sure you have read the preceding information.

I have read and understand the following:

- I understand that the College of Audiologists and Speech-Language Pathologists of Manitoba (the College) will share some or all the information and documents that it receives from me and other parties with the practitioner or former practitioner about whom this complaint is made.
- I agree to the College sharing and providing copies of the information and documents that it receives from me with the practitioner or former practitioner about whom this complaint is made. I understand that if I do not agree, the College may be unable to process my complaint.
- I understand that the College may keep digital recordings of voice mail messages as part of the complaint file.

Signature of Complainant:

Date:

You agree by typing your name here that your electronic signature is the legal equivalent of your manual signature on this document.